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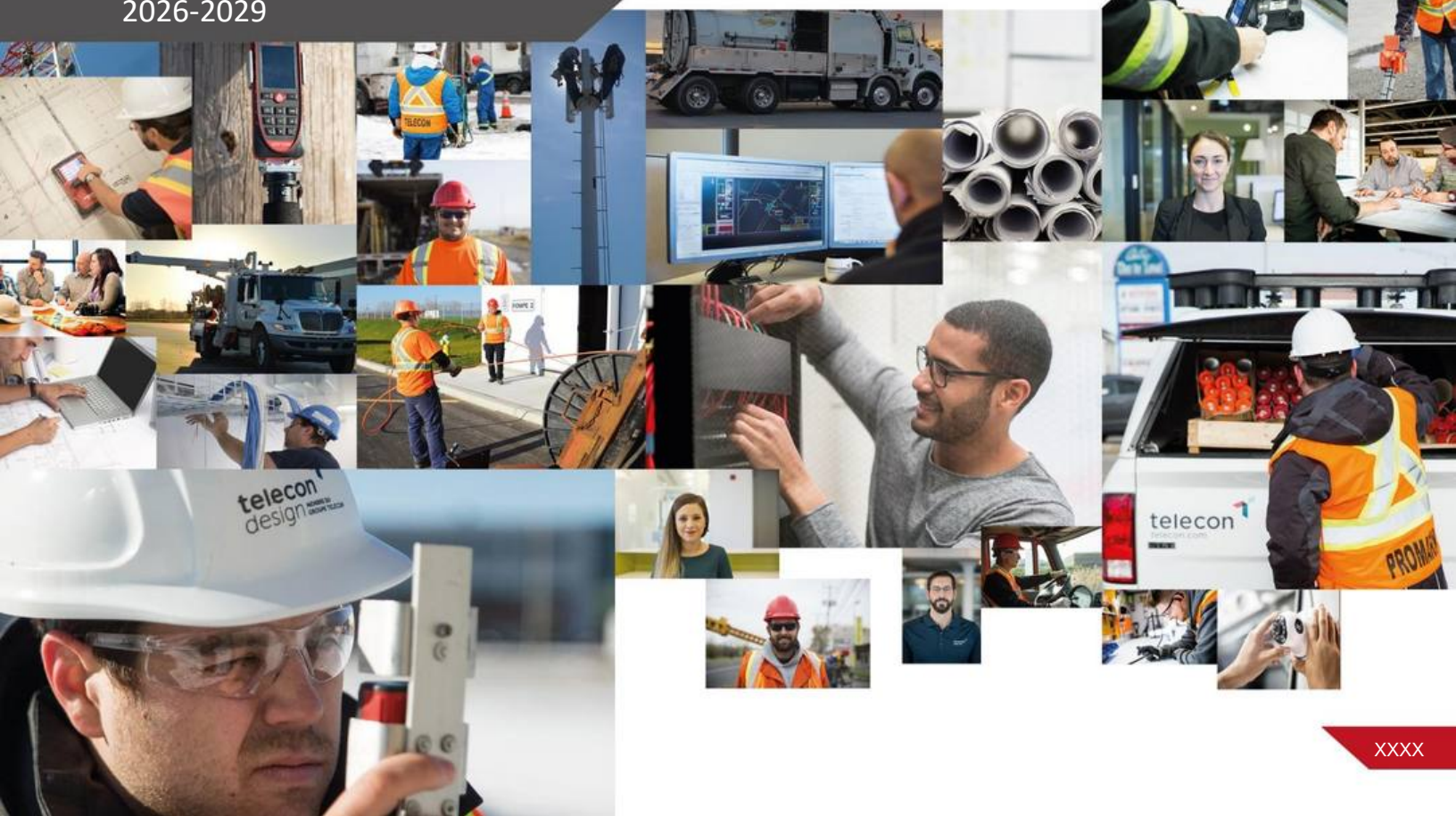
SC 360 Inc. + Questzone Inc.
Joint Accessibility Plan

2026-2029



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GENERAL

Introduction and Statement of Commitment

SC 360 Inc. (“SC360”) and Questzone Inc. (“Questzones”) are subsidiaries of Telecon Inc. SC360 provides installation, maintenance and repair services to telecommunication providers and their customers. Questzones is a commercial internet service provider. SC360 and Questzones are committed to making our workplace, policies, programs, practices, and services accessible to all, meeting the needs of clients and employees with disabilities, and ensuring equal access.

We believe in integration and are committed to meeting the needs of people with disabilities in a proactive and timely manner. We will do so by removing and preventing barriers to accessibility and meeting accessibility requirements under the Accessible Canada Act (ACA) and the Accessible Canada Regulations (ACR).

This plan was developed with input from teams across SC360 and Questzones.

We welcome your feedback, ideas and questions on this plan. Similarly, we welcome feedback on barriers you may have encountered when visiting any of our workplaces or websites. Please send your feedback to the Talent & Culture team who can be reached by email at talentculture@Telecon.ca.

Alternate Formats

You can use the contact information listed below to ask us for a copy of our accessibility plan and our feedback process description in these alternate formats: print, large print, Braille, audio or an electronic format that is compatible with adaptive technology that is intended to assist persons with disabilities. We will provide the format you ask for as soon as possible. Print, large print and electronic formats may take up to 20 days. Braille and audio formats may take up to 45 days.

Contact us:

- Email: talentculture@Telecon.ca
- Phone: 1-800-465-0349

Consultations

As part of preparing this accessibility plan, SC360 and Questzones conducted a cross-functional, multi-departmental consultation process involving parties from Talent & Culture, IT, Communications, Health & Safety, Legal, Real Estate, and Operations, and issued an open invite to all employees who have disabilities or are interested in providing their thoughts and feedback to this plan.

Accessibility Committee

In 2026, SC360 and Questzones formed a joint Accessibility Committee in an effort to increase awareness and keep our accessibility goals a priority. Our focus continues to be on identifying gaps, dependencies,

and risks, and understanding what is needed to implement meaningful and lasting changes that will reduce, prevent or eliminate accessibility barriers in the workplace for persons with disabilities.

Committee Governance, Accountability and Continuous Improvement Initiatives

2026-2027

- Establish annual Accessibility Committee objectives and meeting cadence.
- Develop a centralized process for receiving, tracking, and responding to accessibility feedback.
- Create an accessibility dashboard to monitor initiatives and progress.

2027-2028

- Publish annual progress updates internally.
- Review accessibility performance against stated objectives and identify areas requiring additional focus.

2028-2029

- Conduct a comprehensive review of the accessibility plan and consultation process.
- Develop the next multi-year Accessibility Plan based on employee feedback, accessibility audits, and progress achieved.

Barrier Identification

The ACA identified a number of priority areas in Section 5. We have provided a breakdown below of the potential or actual barriers to accessibility at SC360 and Questzones for each of these key areas and the steps and/or progress being taken to address these barriers.

Employment

Progress

The recruitment process has been modified to include language in our job postings, mentioning our commitment to accessibility and inclusion in the workplace with instructions on how to ask for accommodation should a candidate require any throughout the hiring process and into the onboarding experience and full life cycle of employment.

Ongoing Initiatives

Continue to strengthen our hiring, onboarding, and integration experiences by harnessing AI-powered solutions. The goal is to enable hiring managers and the Talent & Culture team to better plan and coordinate these processes and programs for persons with disabilities to be more personalized, inclusive, and accessible.

Develop and implement training and awareness programs for all employees at SC360 and Questzones around the various forms of diversity, especially with respect to persons with disabilities. Looking at potential partnerships with online training platform vendors that have a portfolio of training content on topics such as unconscious bias and inclusive leadership that can be made easily accessible to all employees.

Action Plan

2026-2027

- Conduct an accessibility review of all recruitment, onboarding, accommodation, performance management, and return-to-work processes.
- Establish a standardized accommodation request process and toolkit for managers.
- Develop manager guidance documents on disability accommodation, accessible interviewing, and inclusive leadership.

2027-2028

- Launch mandatory accessibility and disability awareness training for all people leaders.
- Review employment policies and employee communications to ensure accessibility and plain language standards.
- Evaluate promotion, development, and succession planning processes to identify and address potential barriers.

2028-2029

- Measure accommodation response times and employee satisfaction with accommodation processes.
- Conduct an accessibility review of employee experience survey results and establish improvement targets.

The Built Environment

Progress

Telecon Inc. moved into a new corporate head office in the summer of 2026.

Ongoing Initiatives

Our workforce in Questzones continues to largely operate from home. Periodically, employees may be required to visit Telecon Inc.'s corporate head office, which is a shared space with other subsidiaries of the parent company. We will be conducting a full review of the new office over the next twelve months to ensure all barriers, if any, are identified and a comprehensive plan is developed to address any of these barriers.

In SC360, our team is scheduled to move to a new workspace in 2027. Building accessibility, including feasibility to upgrade facilities into barrier-free built environments, is part of the internal criteria for reviewing, shortlisting and selecting the future office and warehouse sites for our employees. We have also established a dedicated page on the company intranet site to communicate all relevant information pertaining to the upcoming office relocation, including progress updates. Multiple representatives from our Accessibility Committee are also members of the moving committee team, Monopoly, to ensure alignment of goals in finding a space that is accessible and meets the compliance standards.

Action Plan

2026-2027

- Complete formal accessibility assessments of the Corporate Head Office and planned SC360 facilities.
- Develop an inventory of identified barriers and prioritize remediation efforts.
- Review emergency evacuation procedures to ensure accessibility considerations are addressed.

2027-2028

- Implement high-priority physical accessibility improvements identified through facility audits.
- Evaluate signage, meeting room accessibility, lighting, acoustics, parking, washrooms, and common spaces.

2028-2029

- Establish an accessibility checklist for all future office, warehouse, and facility acquisitions, relocations, and renovations.
- Conduct a follow-up audit to assess progress and identify remaining barriers.

Information and Communication Technologies (ICT)

Progress

The Questzones website has been redirected to the parent company home page, which meets the accessibility standards of the ACA.

A new website for SC360 that complies with the ACA's accessibility standards will be created and launched within the next six months.

Have leveraged the AI-powered features of Microsoft Office Suite for daily meetings through tools such as voice-to-text and Notetaker.

Ongoing Initiatives

A continuous improvement approach is being applied to all newly published pages on our website.

In the next twelve to thirty-six months, we will continue to audit the existing company platforms, systems, and programs to enhance the accessibility of these applications in their regular uses. These include

Sharepoint, IT Service Desk (Fresh), IT Training platform (Knowbe4), HRIS (Taleo/ My Career), and the payroll system (Konek).

In both Questzones and SC360, employees are using Syscom which is being decommissioned. Working on replacing Syscom with a platform that meets business needs as well as accessibility standards.

Action Plan

2026-2027

- Perform accessibility audits of:
  - SharePoint
  - Fresh Service Desk
  - KnowBe4
  - Taleo/My Career
  - Konek Payroll System
  - SC360 websites
- Develop accessibility standards for new technology implementations and upgrades.
- Provide training to content creators on creating accessible documents, presentations, and communications using Microsoft 365 tools.

2027-2028

- Decommission Syscom and implement a replacement solution that meets accessibility standards.
- Prioritize remediation of critical accessibility issues identified in system audits.
- Implement accessibility testing requirements within technology procurement and implementation processes.

2028-2029

- Establish recurring accessibility reviews of digital platforms.
- Develop accessibility performance indicators and reporting mechanisms for major systems.

Communication Beyond ICT

Progress

Corporate video communications include closed-captions options for the hearing-impaired.

Ongoing Initiatives

Further raise awareness and educate our employees on the realities of persons living with disabilities by developing a dedicated Diversity, Equity & Inclusion (DEI) page on our company intranet that employees can reference for resources, programs, definitions, and published communications on this subject on a regular basis.

Launch an employee survey to all employees in the next twelves months followed by hosting virtual focus groups for participants interested in sharing further feedback.

Action Plan

2026-2027

- Develop accessibility standards for employee communications.
- Expand use of plain language, alternative text, accessible document templates, and captioned video content.
- Conduct an employee survey and focus groups regarding accessibility experiences and communication barriers.

2027-2028

- Launch the Diversity, Equity and Inclusion intranet page with accessibility-focused resources.
- Develop awareness campaigns highlighting disability inclusion and accessibility best practices.

2028-2029

- Evaluate effectiveness of communication initiatives and identify opportunities for improvement.
- Expand availability of accessibility resources, guides, and awareness tools.

Procurement of Goods, Services and Facilities

Not all accessibility requirements are not included in our current procurement processes.

Ongoing Initiatives

Ensure consistency of accessibility requirements in procurement processes and increase awareness among internal procurement partners. We will also update vendor and subcontractor document templates with mandatory accessibility language, similar to that of our recruitment and hiring process for employees.

Action Plan

2026-2027

- Add accessibility requirements and evaluation criteria to procurement templates and vendor agreements.
- Develop guidance for purchasing teams on accessible procurement practices.
- Include accessibility considerations in the procurement, leasing, rental, assignment, and replacement of vehicles and fleet-related equipment where accommodation requirements have been identified.

2027-2028

- Incorporate accessibility considerations into requests for proposals (RFPs), vendor selection processes, and technology evaluations.
- Communicate accessibility expectations to suppliers and business partners.

2028-2029

- Review procurement activities to assess compliance with accessibility requirements.
- Update procurement standards based on lessons learned and evolving best practices.

Design and Delivery of Programs and Services

Progress

Our frontline staff in SC360 have received identical training as our key customers (i.e. Videotron) on functional limitations awareness. These training courses have been developed with frontline staff particularly in mind as a step towards educating them on the realities our customers and the general public living with functional limitations may experience. The goal is to embed adapted behaviours into everyday interactions amongst colleagues, customers and the public alike.

Ongoing Initiatives

We will require all employees of SC360 and Questzones to receive similar, comprehensive training over the next twelve to thirty-six months.

Action Plan

2026-2027

- Expand accessibility awareness and functional limitations training to all employees.
- Review customer-facing processes, forms, and service delivery practices for accessibility barriers.

2027-2028

- Develop accessibility guidelines for designing new programs, services, and internal initiatives.
- Gather customer and employee feedback regarding service accessibility.

2028-2029

- Measure effectiveness of accessibility initiatives through surveys, feedback mechanisms, and operational reviews.
- Incorporate accessibility considerations into continuous improvement planning.

Transportation

Progress

We recognize that, as an organization, we must ensure that we have support in place for employees with disabilities who may be required to travel or drive a company vehicle for work.

Ongoing Initiatives

We will continue to review and ensure that specific transportation needs of employees with disabilities are met if they are required to travel or drive a company vehicle for work.

Action Plan

2026-2027

- Review existing travel policies and procedures to ensure accommodation needs can be addressed consistently.
- Assess accessibility considerations associated with employee travel, meetings, and events.

2027-2028

- Develop guidance for arranging accessible transportation, lodging, and work-related travel accommodations.
- Assess potential barriers associated with vehicle access, seating, controls, visibility, step height, loading and unloading activities, and equipment commonly used by employees.
- Establish a process with vehicle rental providers to ensure accessible or appropriately equipped temporary vehicles can be provided when required

2028-2029

- Conduct periodic reviews to ensure transportation-related accommodation processes remain effective and responsive to employee needs.
- Evaluate accessibility requirements when implementing or upgrading fleet-related technologies, including:
    - Telematics systems- Dashcam AI detection (if the driver need assistance on real time)
    - Mobile driver applications
    - Electronic vehicle inspection tools
    - Vehicle booking platforms
    - Fleet reporting dashboards

Conclusion

SC360 and Questzones will continue to monitor and measure our progress to make sure we are meeting our accessibility goals and removing the barriers that have been identified.

We encourage feedback using our feedback process. This valuable feedback will be used to help implement and continuously improve our accessibility plan. We will publish relevant progress reports on the implementation of this plan.